



Department of Community and Human Services

Performance Measures Baseline 2000-2002

MEASURE DESCRIPTION	Year-end 2000	Year-end 2001	Year-end 2002
% of homeless households served in county-supported shelters and transitional housing that moved to more stable housing	N/A	78%	81%
Total unduplicated number of persons served in any mental health service and % change from 2000 baseline	30,676 baseline	31,946 4.14%	34,025 10.91%
# of birth to three-year olds with developmental delays who access child development services and % change from 2000 baseline	1,060 baseline	1,137 7.26%	1,254 10.29%
% of low-income youth with low basic skills who increase employability	New Measure	New Measure	63%
% of adult displaced workers completing employment programs who get jobs paying similar to their pre-displacement wages	59%	60%	63%

This collection of measures includes both outcomes and outputs. As the Department continues to gain expertise in performance management processes, it is anticipated that output indicators will eventually give way to outcomes. The present nature and extent of DCHS programming makes output reporting useful in showing the high volume of activity in selected service activities. Volume is frequently a factor that influences the cost, timeliness and quality of outcomes.



Department of Community and Human Services

Performance Measures 2003 Data

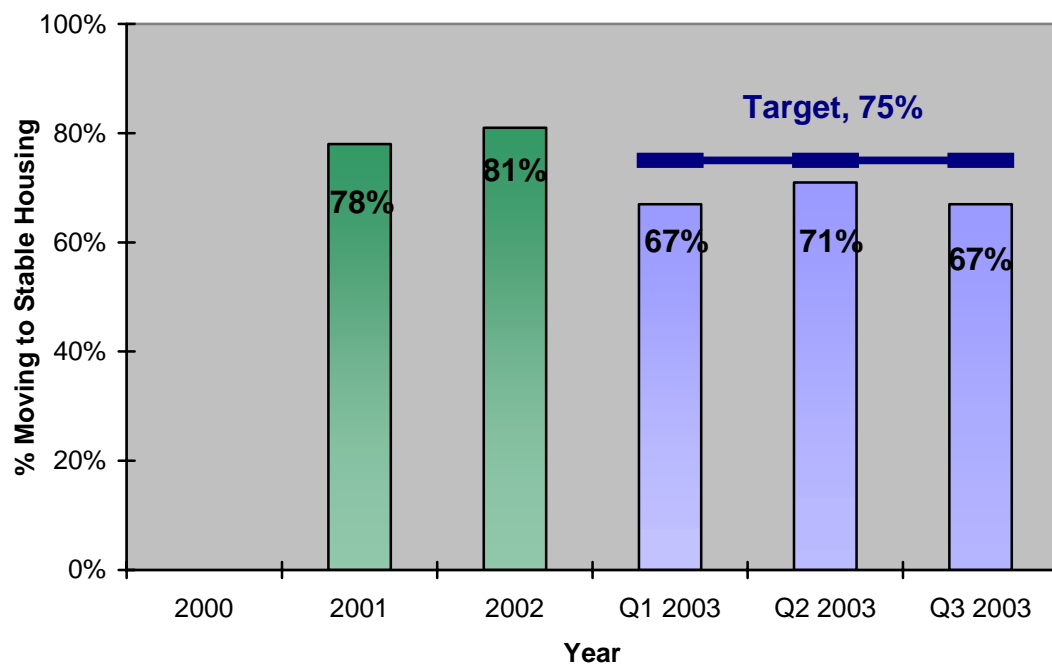
MEASURE DESCRIPTION	1 st Quarter 2003	2 nd Quarter 2003	3 rd Quarter 2003	2003 Annual Target
% of homeless households served in county-supported shelters and transitional housing that moved to more stable housing	67%	71%	67%	75%
Total unduplicated # of persons served in any mental health service (year-to-date) ¹	24,036	27,827	31,419	N/A
# of birth to three-year olds with developmental delays who access child development services (year-to-date)	865	997	1,259	1,300
% of low-income youth with low basic skills who increase employability	49%	69%	63%	65%
% of adult displaced workers completing employment programs who get jobs paying similar to their pre-displacement wages	72%	58%	57%	65%

¹ Quarterly performance statistics are not reported as year-to-date numbers unless otherwise noted above under “Measure Description.” Year-to-date first quarter is January – March. Year-to-date second quarter is January – June. Statistics for the second quarter only cover the time period of April – June.



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Measure: Percent of homeless households served in county-supported shelters and transitional housing that moved to more stable housing



What does this measure tell us?

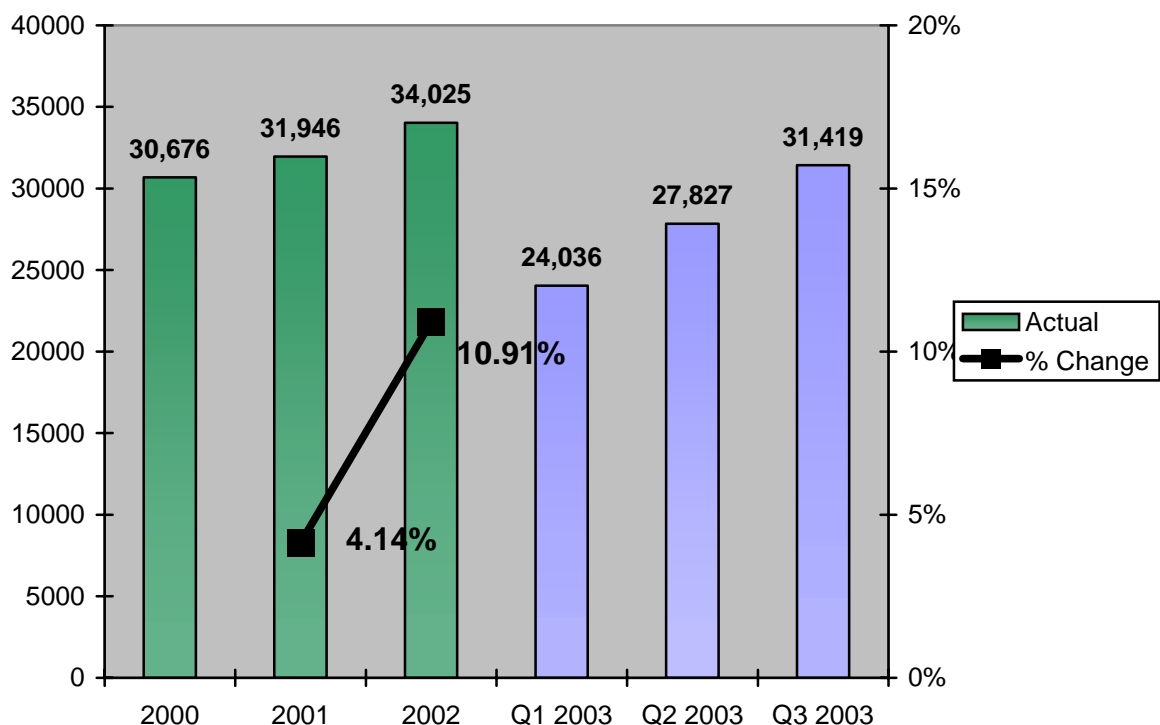
This measure illustrates the effectiveness of the shelter-transitional housing system by demonstrating that participants are able to move to more stable housing arrangements in a relatively short time. Until the “Safe Harbors” Homeless Management Information System is in place we are not able to collect data to track the number of clients who move to more permanent housing and then later return to homelessness or emergency shelter facilities. It is important to note that the lack of affordable housing on a longer-term basis may mean that some individuals are forced to start over.

Goal being measured: Assure food to eat and a roof overhead for vulnerable populations.



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Measure: Total unduplicated number of persons served in any mental health service year-to-date and *annual* percent change from 2000 baseline



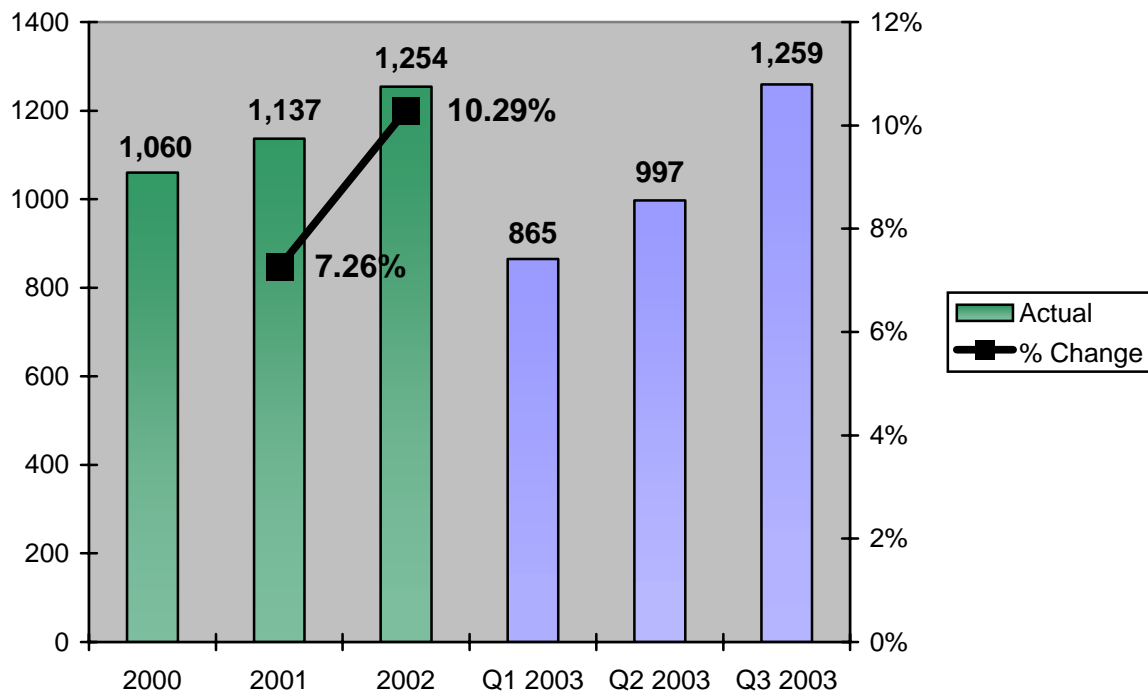
What do these two measures tell us?

This measure tells us that there is a steadily-growing number of persons entering the mental health system and that there is a large core group of persons who receive on-going services. Without any expectations of adequate funding from the Federal or state governments to meet the growing need for mental health services, we will need to determine regionally how we can address the trend of increasing numbers of individuals seeking services. **Goal being measured:** Assure the availability of developmental and behavioral healthcare so that vulnerable populations can be as physically and mentally fit as possible.



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Measure: Number of birth to three-year olds with developmental delays who access child development services year-to-date and *annual* percent change from 2000 baseline



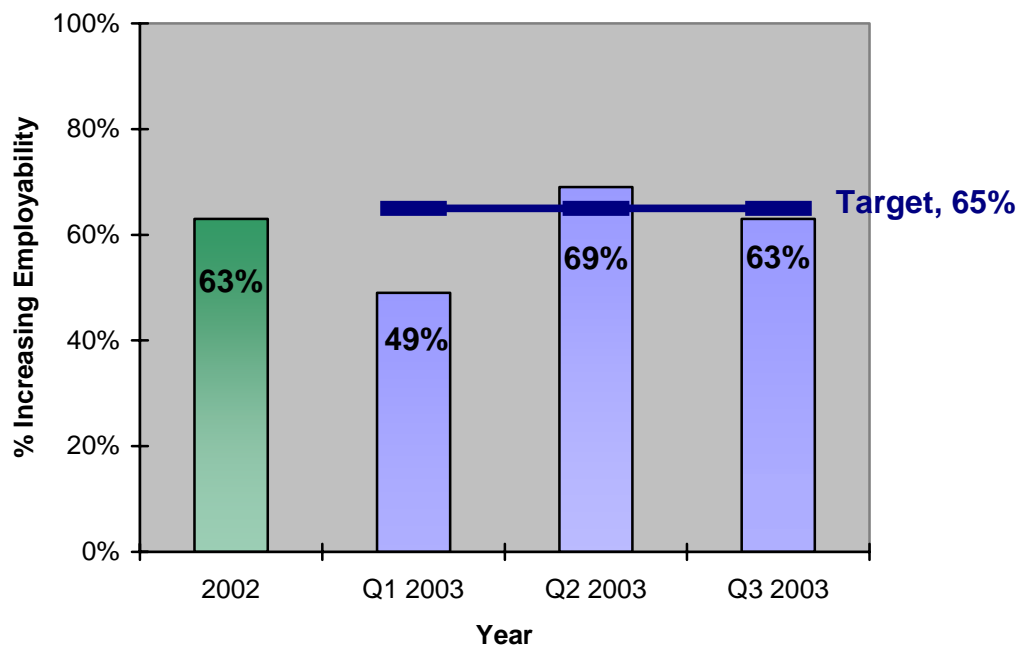
What do these two measures tell us?

Early intervention can make a major difference in the future of children with developmental delays and their families. This measure shows the steady growth in the number of children and their families who access these services. Without any expectation for funding increases from the Federal or state governments to meet the growing need, we will need to determine regionally how we can address the trend of increasing numbers of individuals seeking services. **Goal being measured:** Assure the availability of developmental and behavioral healthcare so that vulnerable populations can be as physically and mentally fit as possible.



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Measure: Percent of low-income youth with low basic skills who increase employability



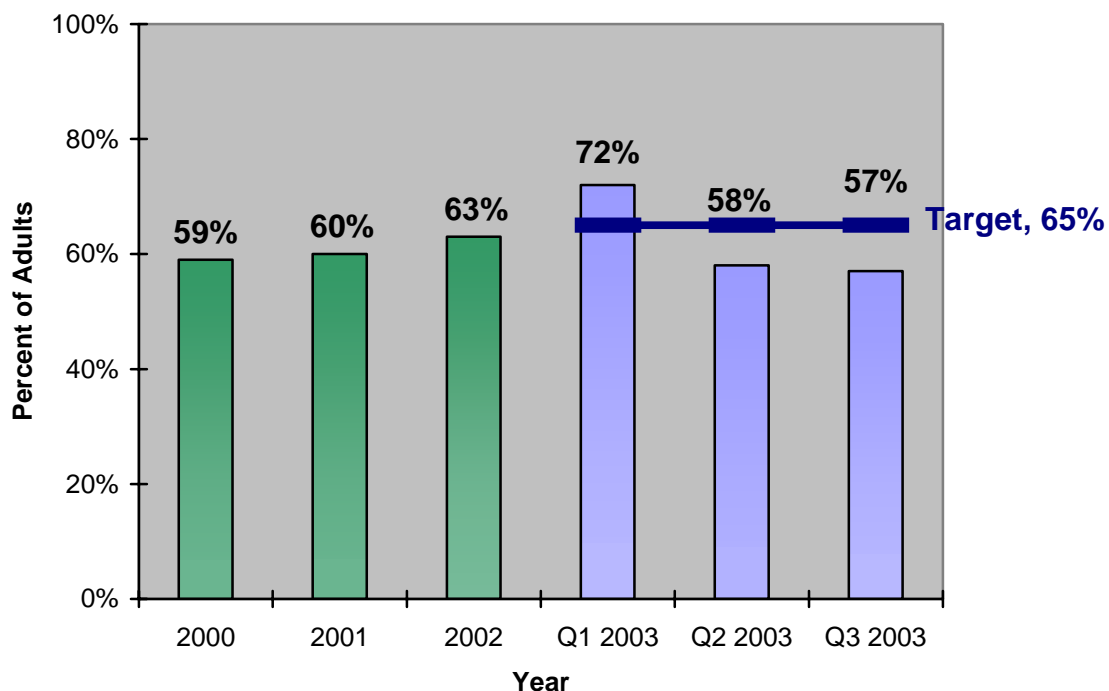
What does this measure tell us?

Data collection for this measure began in 2002. This measure tells us that most youth participating in employment and training programs increase their employability. Youth enrolled in these programs are at-risk of not being employable when they complete their secondary education. Youth can make progress in multiple competencies related to employability. The competencies include basic education, occupational skills, life skills and work readiness. **Goal being measured:** Provide education and job skills to vulnerable populations so that they can lead independent lives.



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Measure: Percent of adult displaced workers completing employment programs who get jobs paying similar to their pre-displacement wages



What does this measure tell us?

This measure is one of six related measures included in the Federal Workforce Investment Act, which funds worker retraining programs. Research nationwide has shown that displaced workers with formal retraining and support services receive a higher wage recovery rate than those who seek employment on their own. This measure tells us that those who are becoming unemployed in King County are receiving placements after re-training that closely approximate an earnings range consistent with their pre-program earnings. **Goal being measured:** Provide education and job skills to vulnerable populations so that they can lead independent lives.